King County	Department of Adult and Juvenile Detention Adult Divisions General Policy Manual	
	Chapter 7 **Commissary System**	
7.05.001, Commissary System	Approved By:	Director Allen Nance
	Effective Date:	April 04, 2024
	Reviewed By:	PRC
	Review Date:	March 26, 2024
Distribution:	Document Code No.	

Purpose
Outline the procedures for distribution of commissary items to residents.

Policy
It is the policy of the department that residents shall be provided access to various items through the commissary system.

References
Department Policy: 5.05.001, Resident Property Room & Storage

Definitions
Commissary system: A system by which residents may purchase approved items beyond those that are furnished by the department.

A. General Guidelines

1. The Facility Shift Commander is responsible for ensuring that there is a CSS III assigned to deliver Commissary at each facility Tuesday through Friday each week and notifying the Business and Finance Officer IV of any changes to the delivery schedule. The Business Finance Officer IV is responsible for maintaining a weekly schedule for commissary delivery, ordering limits, housing location limits, and pricing in each housing unit.
2. Restrictions shall be placed upon purchases and spending limits.
3. Residents shall be allowed to order only certain items, depending on their facility and housing security level, i.e., those residents in higher security and other more restrictive areas, shall not have access to the same items as those in general population.
4. Residents will only be allowed to purchase one (1) two pill packet of acetaminophen and one (1) two pill packet of ibuprofen per week.
5. Order forms will be kept for residents who are unable to use the telephone or kiosk to order commissary and require accommodation due to a disability.
   a. The commissary CSSIII will deliver the order form to the housing unit and will email or fax the completed order form to the commissary company for fulfillment.
6. Residents in certain housing units shall be given the opportunity to purchase debit cards which allow them to purchase snack items in the vending machines located in their housing units.

7. Residents with one dollar or less on their accounts that have ordered indigent items shall have the ability to order one indigent pack and one "extra" indigent item and any available funds shall be deducted from their accounts.
8. The amount charged for the items ordered, along with any applicable sales tax, shall be deducted from the resident's trust fund account.
9. Residents must wear their wristbands to receive their commissary orders.
10. Residents may only sign for and receive their own orders.
11. Residents released from custody before delivery of their commissary orders must return to reception with a valid picture identification to collect any refunds which are automatically processed.
12. Residents who have signed for their commissary orders and have not indicated any discrepancies in the orders to the Commissary Customer Service Specialist III (CSS III) at the time of delivery, shall not be given any adjustment at a later time.
13. Excessive commissary may be removed with the approval of a sergeant (or higher authority). Any commissary items removed, shall be taken to the property room, and placed in the resident's property bag, following department policy 5.05.001, Resident Property Room & Storage.

B. Procedure

1. Commissary is ordered via the Securus resident telephone system at KCCF and via either the commissary kiosks at the MRJC or the Securus telephone system in those units that do not have access to a commissary kiosk.
2. Commissary must be ordered no later than the day before commissary delivery.
3. The commissary CSS III shall receive deliveries at the loading docks of the respective facilities.
4. At the time of delivery to each facility, the commissary company shall pick up and sign for any undeliverable orders from the previous day and take away empty bins.
5. Commissary CSS III's shall:
   a. Deliver the commissary items to the housing units.
   b. Call each resident who has a commissary order by name.
   c. Verify each resident's identity by checking the resident's wristband.
   d. Allow the resident to verify the contents.
   e. Record any discrepancies on the order form.
   f. Have the resident sign the form, give a copy to the resident, and keep the original.
   g. If a resident is out of the unit at the time of delivery, attempt a delivery again the following day.
      1) If the resident is still out of the unit, an attempt shall be made to deliver the order the following day.
      2) If the order still cannot be delivered, it shall be returned to the commissary company and the amount refunded to the resident's trust fund account.
   h. If a resident has been transferred to another unit within the same facility after an order has been placed for commissary, but before it is delivered, one attempt shall be made to deliver it to the resident in the new unit. If undeliverable, the order shall be returned to the commissary company and the amount refunded to the resident's trust fund account.
   i. If a resident has been transferred to another facility after an order has been placed for commissary, but before it is delivered, the order shall be returned to the commissary company, and the amount refunded to the resident's trust fund account.